



2016 ANNUAL REPORT

Touching hearts, building lives.

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WELCOME



Message from Chairman of the Board

Bartley Community Care Services (BCCS) focus is always about people, meeting them as individual where they are and then moving on to help them to better their lives.

This is how all BCCS programs are run: first, understanding the needs, then customizing programs to meet the needs of the needy in our community. Sometimes, this may mean extending one on one time to ensure individual needs/challenges are addressed. Given this modus operandi, it is not surprising that the ratio of volunteers to beneficiaries is high. The frequency of commitment can also be quite intense e.g. for Tuition@Bartley program, it is every Saturday during the school term. Such is the sacrifice of BCCS volunteers who have caught the vision 'To touch hearts and to build lives'.

While many may think sending food to the elderly is a good enough way of giving back to society, BCCS volunteers choose go that extra mile to find a way to get invited into the homes of the needy and lonely elderly to befriend them and their family members. By doing so, they hope to develop a relationship of trust so that these needy families will be opened to receiving the much needed assistance to bring cheer and hope back

into their lives.

The opening of HOPE Centre (Holistic Outreach Program to Empower) in MacPherson Lane has given us another opportunity to reach out not just to the children from needy families but also to the adults in the family as well as their extended family. BCCS sees the importance of a strong family as the solid foundation for a child's growth and future. It is therefore the vision of BCCS to help needy and/or dysfunctional families to break out of difficult situations, to overcome challenges to build a sustainable future.

The impact of BCCS' work in the community should not be measured by the numbers we reach but by the lives we have restored. Our work is really about building lives and building families, one at a time.

We are indeed thankful to and grateful for the hundreds of volunteers and partners that labour selflessly alongside the Board and staff in this journey of sowing love and care. "Thank you for being a part of BCCS!".

Michael Chay
Chairman

Message from Director of Programs & Services



The common character of both salt and light lies in their ability to influence its surroundings. A sprinkle of salt in one's food can either make it more palatable or more distasteful. Whether it pleases or upsets our taste buds very much depends on the amount we add. Similarly, light when shone into a dark space can immediately put us at ease as it enables us to see our surroundings and to move sensibly. Too much of it however can be blinding or stifling, yet too little of it may still result in stumbling. The key to letting both salt and light perform their respective function most effectively is the application of just the right amount.

This analogy can be aptly applied to the community work we do through BCCS. At BCCS, we need constantly to determine the optimum amount of assistance required for the results we desire before applying them in our programs and services. At the same time, as we are dealing with individuals of different personalities and background, we are very mindful of the need for flexibility, to adjust and to change, be it in the way we teach parents and children, the way our staff and volunteers engage certain needy families or the extent of friendship to the neglected elderly.

HOPE (Holistic Outreach Program to Empower) program launched in 2016 is an example of a measured move to extend additional assistance to address the needs of the low income community that had surfaced.

Again for COPE (Community Outreach Program for the Elderly), a new program to be launched soon, we are ensuring that our ambition to grow does not run ahead of us, preferring to gather the facts and data to drive the 'what, where, when and how much' in the program. Nonetheless, we are grateful to have been given the

thumbs up and vote of confidence to run COPE by our community leaders.

A third satellite centre at Block 81 MacPherson Lane was established by BCCS in 2016. HOPE Centre as named is where our latest program, HOPE is being run. A program executive, Ms Tiffany Yong was recruited to help implement this program and another, Ms Quina Abbas was recruited to oversee the work relating to corporate communications and fundraising. Ms Low Lye See joined the staff team as the Director of Operations in a part time capacity, whilst Mr Wieky Joe joined as a part time staff to assist in the ever expanding operations at MacPherson Primary School. If things go as planned, we are looking at adding two more to the staff team in 2017.

I am grateful to the Board of Directors I work with led by our Chairman, Mr Michael Chay. They are a special bunch of exceptionally talented people and despite their professional and effective steering of this organisation, they are a humble lot from whom I have much to learn.

Our volunteers too are deserving of much praise and honour. Though they give selflessly of themselves to make the lives of others better, they ask for nothing. To our volunteers I want to say, "We appreciate you very much! You are the heart and soul of BCCS!" For those still contemplating volunteering, the door is always open for you to join us to make a difference.

Kenneth Teo
Director of Programs & Services
and Vice-Chairman

OUR PROFILE

UEN	T01SS0004H
REGISTERED ADDRESS	8 New Industrial Road #05-01 LHK3 Building, Singapore 536200
BANKER	DBS
AUDITOR	Nexia TS Public Accounting Corporation

Bartley Community Care Services (BCCS) has come a long way since it started in 1990s as Bartley Christian Church's outreach program to the community in the Lorong Lew Lian/ Serangoon area where many low income families lived.

Not only have the programs it offers been professionally refined to stay relevant and grown in depth for greater impact, a centre of its own was officially opened in August 2016, which not only helped to increase awareness of its services but also made them more accessible to the community it serves. A venue available for BCCS' use all days of the week amidst HDB residential blocks has presented opportunity for BCCS services to be further expanded.

BCCS' operations continue to be supported almost entirely by volunteers according to its philosophy and belief that those who have, can and should be a blessing to those who have not, a calling of all Christians and of all major faiths. BCCS however, has also recognised that in a growing organization, (in terms of program offerings, number of volunteers and expenses), the day to day administration has become more challenging leading to the decision to add 2 full time executives and a part time Director of Operations to the staff in 2016.

Our History

After starting off with some ad-hoc community events, Bartley Christian Church established Wei-Ni Community Services Association in the year 2000 with the primary aim of helping the needy residents living in the Bartley Road vicinity but over the years, its services were extended to residents in the larger Serangoon area. It then took on its present name, Bartley Community Care

Services in 2010 and subsequently attained status as an Institution of a Public Character (IPC) in December 2012. Without any premises of its own, its core programs had been run in MacPherson Primary School and in Bartley Christian Church. In 2016, BCCS took on a lease for a shop unit in MacPherson Lane, named it HOPE Centre and was ready to start a new chapter in its history.

Our Mission: **TOUCHING HEARTS, BUILDING LIVES**

Our Vision:

To see individuals and families in need transformed, enabling them to reach their potential so that they can enjoy meaningful lives and contribute to society

Our Services:

BCCS' family-based services and programs are founded on the belief that with appropriate help, many children from low income families caught in the vicious cycle of poverty will have a chance to break out of it to become economically independent members of the community, the elderly poor will find their days more comfortable and their lives more meaningful and many parents trapped in a multitude of problems will acquire the means to break out of the chains that paralyse them.

BCCS' core social services for disadvantaged children include equipping them with basic literacy and numeracy skills to take on Primary school education, enrichment classes to instil in them a love for reading

and learning and tuition for those who are lagging behind their peers in schools (Primary 1 to Secondary 4).

As BCCS believes in a holistic approach, many of its programs include parents where they are also being equipped with skills needed on the home front to support their child's learning journey. Bursaries and family support services are also provided to give that little extra lift to help them along.

Elderly with little or no family support are also very much in the purview of BCCS. BCCS' program for this group of needy and lonely elderly is aimed at lighting up their lives by befriending them.

Our Partners:



MacPherson Primary School



Braddell Heights Zone B
Residents Committee

Balam Residents' Committee



South East Community
Development Council



NTUC INCOME
Orange Aid

With support from our partners, BCCS is able to concentrate on giving the best it can offer to the disadvantaged in our community.

THE BOARD MEMBERS



MICHAEL CHAY

Chairman



KENNETH TEO

Vice-Chairman and
Director of Programs & Services



YIP KIM SENG

Secretary



LOW LYE SEE

Operations &
Volunteer Management



LEE TAI LUANG

Treasurer



LYE PUAT FONG

Publicity



ALICK LOKE MUN KEAD

Fund Strategy



LAWRENCE PHANG KIN SENG

Audit



ONG BENG THIAM

Human Resources
Assistant Treasurer



TONY NG YEW KHOON

Liaison for
Bartley Christian Church

BCCS TEAM

KENNETH TEO

Director of Programs & Services
and Vice-Chairman



LOW LYE SEE

Director of Operations &
Volunteer Management



EMI SUPATI

Program Executive
KidsZone



KEITH CHEW

Program Executive
FamilyZone



TIFFANY YONG

Program Executive
HOPE Program



WIEKY JOE

Assistant Program Executive
KidsZone



QUINA ABBAS

Executive, Fund Strategy
& Corporate Communications



ANNE YEE

Executive,
Accounts & Administration



OUR JOURNEY

1999

PROJECT S21 launched by Bartley Christian Church in collaboration with BHZBRC as a community outreach

S21 refers to the residents in 21 blocks of the Serangoon area that BCC targeted to reach through ad-hoc community events then.

2000

WEI-NI COMMUNITY SERVICES ASSOCIATION was registered to run activities targeting the low income community.

As the targeted outreach to low income families continued to be a challenge, activities remained the large community-based ones

2007

FREE TUITION SERVICE

introduced at Lorong Lew Lian Residents' Committee Centre.

Service was not restricted to students from low income background only as income data was still unavailable then.

2008

THE LEARNING FAMILY PROGRAM was introduced in partnership with SECDC.

This was the first structured program offered which catered strictly to 'parent & child' from low income families, the intended target.

2009

First donation to BH W Fund & Ramakrishna M made.

These went specifically to helping the needy, the target Ni Community Services.

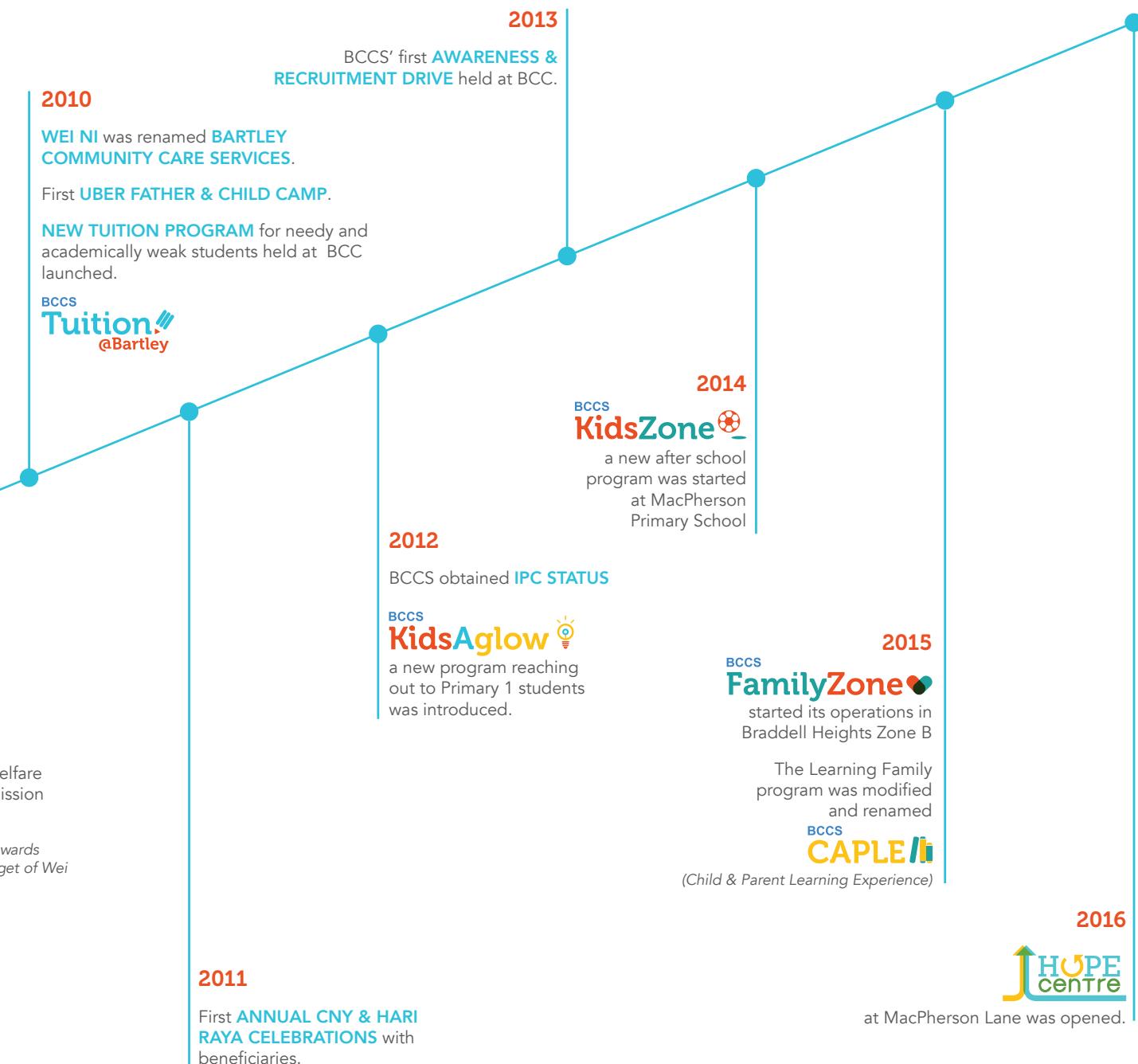
FROM 2000 – 2007

Annual events organised jointly with BHZBRC centred around traditional festivals where families came together to celebrate. They included:

- Lantern/mooncake Festival
- 5th Month Festival (Duan Wu /Dumplings Festival)
- Christmas Carnival

And other occasions with befriending opportunities:

- Good Neighbour's Week
- Residents' Day
- Children's Millennium Party
- Children's Choir Lessons
- Senior Citizens Dinner
- Children's Creative Hands

**ACRONYMS USED**

BCC: Bartley Christian Church BHZBRC: Braddell Heights Zone B Residents' Committee
SECDC: South East Community Development Council BH: Braddell Heights

BCCS CAPLE //

CAPLE (Child and Parent Learning Experience) program's primary aim is to equip pre-schoolers from disadvantaged families for Primary school education. Its main focus is the teaching of Phonics & Numeracy to K1 and K2 children who are weak in reading or slow to grasp some basic numeracy concepts. Parents are required to attend these sessions in order to support and guide their children. Beyond this learning journey with their children, the program also equips parents with general parenting skills and methodology of teaching pre-schoolers in order to boost their competency and confidence to coach their children.



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2016 Program

The 20-week CAPLE program commenced on June 25 stretching right up to November 5. Seventeen sessions were conducted in BCCS' new HOPE Centre at Blk 81, MacPherson Lane. We planned for a learning environment that was full of appropriate materials, such as card games for matching, sorting and sequencing and board games for practising simple addition and subtraction. There were rhymes, reading and writing

activities. Parents were guided and given materials to bring home for reinforcing each week's lesson. This practice of sending home materials ensured that children had enough time to use them freely. It also promotes parent-child bonding when parent and child get together to spend in the learning process. Lessons go beyond the classroom setting when parents and children go on field trips.





The parents teaching their children coached by the volunteer.

The first field trip was an outing to Labrador Park on August 20. This was a nature walk through shady path and pausing to peep through air outlets of secret dungeons and tunnels. The exploratory walk though tiring for the adults was an adventure most welcomed by the young ones who were treated to a MacDonald's meal at the end of it.

The second field trip was a visit to the Singapore Science Centre on October 8. It was indeed a field day for the kids as they could indulge in hands on interaction with the exhibits and took simulator rides in various vehicles.

The final session saw the excitement of each week at Hope Centre (Block 81) carried over to the premises of Bartley Christian Church on December 1 and 2. The children spent 2 fun filled days listening to animated story, role playing and reviewing high frequency words while their parents and older siblings enjoyed

themselves doing craft work.

The program culminated in a cruise for all participants, their families and volunteers down Singapore River together with others in the tuition program on December 3. The program did not end here. On December 24, some of the 11 families returned to Bartley to collect their attendance incentive rewards (shopping vouchers). They were pleasantly surprised when they were treated to an informal breakfast which included Christmas log cakes and simple home-cooked food. Amidst the Christmas decorations in the church, they posed for photos taking, making this Christmas a memorable one. The hospitality of Bartley Christian Church members and the spirit of Christmas exuded that day had probably made the most impact on them. Many fondly echoed "Can have Christmas at Bartley again?" before saying their Good byes.

Tracking of progress

A pre-test was conducted on the first week of the program to ascertain each child's learning abilities in phonics and in numeracy. The pre-test facilitated the grouping of the children according to their abilities. The children are further divided into small groups of 2–3 children to 1 teacher. Guidance is then tailored to each child's requirement reaping the maximum benefits for every child.

A post-test was also conducted in the last week of the CAPLE Program to assess the progress made by each child as a result of the CAPLE program.

The contents of pre & post tests for phonics and numeracy skills were similar to allow for meaningful comparison. The post test results were encouraging.

Results of the 2016 CAPLE Program



3 CHILDREN participated in pre and post tests.

Pre-test Score.....	70-80%
Post-test Score.....	80-95%



6 CHILDREN participated in the pre & post tests

Pre-test Score.....	75-95%
Post-test Score.....	95-100%

Going forward...

There will be changes to each year's activities to ensure that the overall program is in tune with the latest pre-school curriculum. At the same time, parents who are attending the program for the second or third time will find that there are still new and exciting things to learn, and acquiring of new knowledge and new skills fun.

Objective of program is to provide continuation of assistance to beneficiaries from BCCS' CAPLE program as they enter primary schools. This program is also extended to their siblings in the primary and secondary schools, focusing on English Language and Mathematics. The program runs from January to November, closing during school holidays and public holidays and occupying 6 rooms on the second level of Bartley Christian Church.



PROGRAM HEAD
 Madam Deborah Pay

BENEFICIARIES
 100 Students



VOLUNTEERS
 35 Volunteers

VENUE

Bartley Christian Church
 4 How Sun Drive, S538526



SESSIONS
 Every Saturday,
 10am to 12pm as per school term

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Challenges Faced

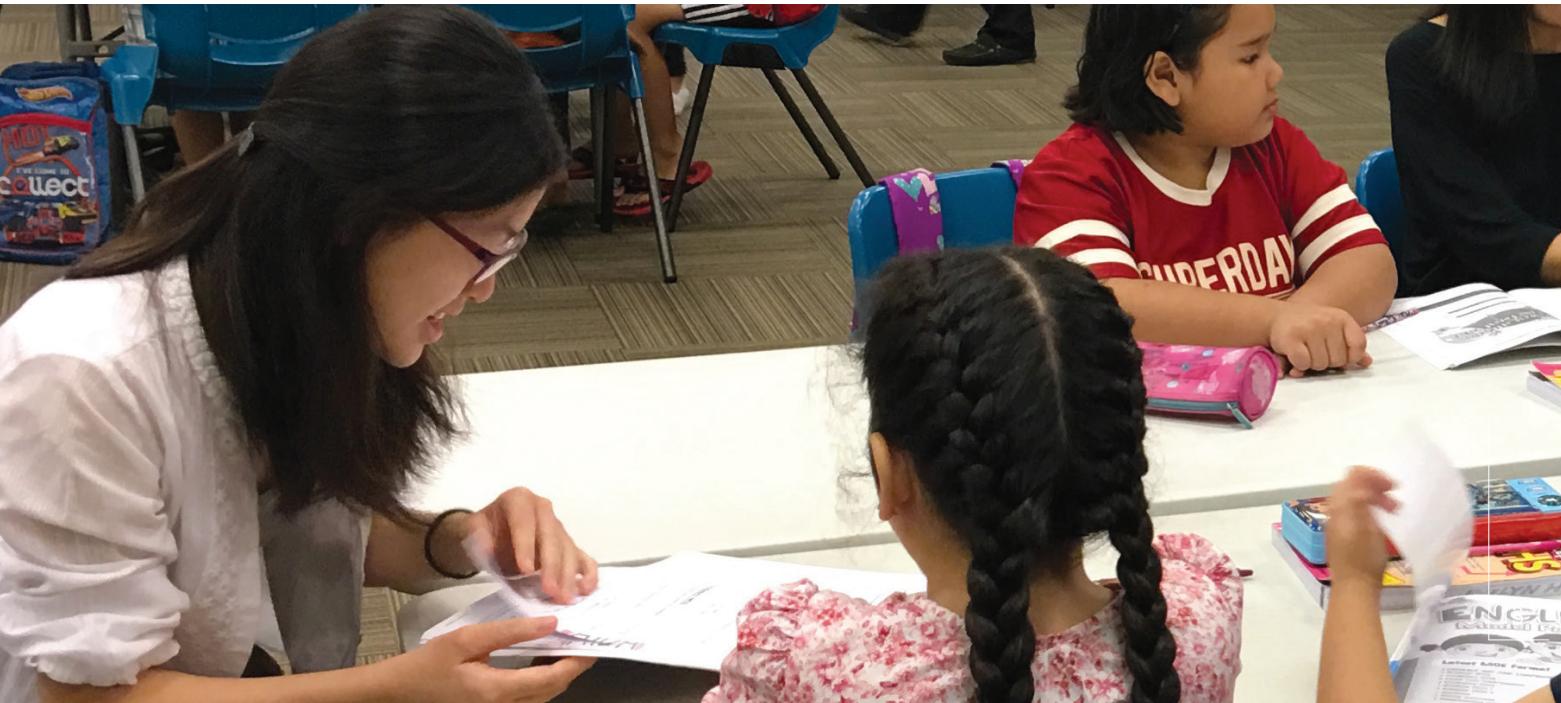
For 2016, a total of 101 students registered although there were a few drop outs along the way.

Despite a seemingly large pool of volunteers, getting enough tutors for each Saturday for all levels continued to be a challenge. While some volunteer tutors were able to serve through the year, others were serving on rotation basis to lessen the time commitment. Volunteer tutors were also required to commit to a minimum of 6 months of service to ensure there is some continuity in

the guidance rendered to the students which would not be achieved if there were frequent changes in tutors.

Added to the above challenge is the more stringent screening of volunteers required to ensure they are up to date with the approach adopted in MOE's curriculum, for Mathematics in particular. Therefore, while we may have more willing hands and hearts, some may not qualify.

Primary 1 to Secondary 4 students are tutored accordingly in different classes.



Achievements in 2016



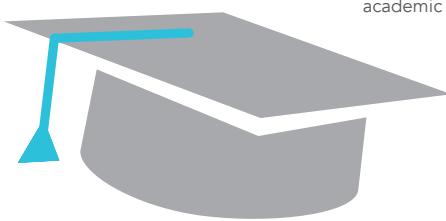
passed the PSLE examination
AGGREGATE SCORES ranging from **161 to 189**

What a great achievement for each of them!
Our congratulations go out to them as we are very proud of them.

ONE SECONDARY 4 STUDENT

passed the GCE 'O' levels and
is currently

**ATTENDING
JUNIOR COLLEGE.**



11 STUDENTS received the MOE'S EDUSAVE AWARD*

*These awards are for Singaporean
students in government funded
schools who have shown good
academic progress/ performance
and good conduct.

In recognition of their diligence and good efforts, BCCS also gave awards
to deserving students. **We look forward to another year of a learning
journey with them, standing by them, caring for them with
appropriate support and assistance.**

ONE STUDENT attending Higher NITEC* at ITE



*2-year course which will allow direct entry to
Polytechnic for a 2 years stint to attain a diploma

some images created by Freepik

Group photo of our beneficiaries with their parents & volunteers.



Recognition for hard work

Tuition@Bartley practises reward for hard work. It did not forget to incorporate the fun element in its program as a reward. A 3 days, 2 nights holiday camp held in Bartley Christian Church's premises from Dec 1 to 3 was indeed a great treat and the highlight of the year for our beneficiaries after a hard year's work. Students from Primary 4 to Secondary 3 spent 3 fun-filled days unwinding, playing games, working with recycled

materials and of course eating together. Camp was not confined to BCC though. They were taken on a trip to the Night Safari, for a cable car ride from Mt. Faber to Sentosa and even on a cruise down Singapore River. This also served as an incentive for them to persevere to the end. They especially loved the 'camp site', calling it their 'second home'.



River Cruise & Cable car experience with our beneficiaries & their parents during the last session of Tuition Camp.

Going Forward

We expect an increasing number of children joining the tuition program. Therefore, the recruitment of more volunteers is needed as the lack of tutors remains the main challenge.

BCCS

KidsAglow

KidsAglow's main objective is to cultivate in the Primary One kids from disadvantaged families identified as slow readers a love for reading which can then enhance their mental development. It also aims to foster family bonding through time spent reading and doing things together leading to quality relationships by including a parent in the program.

The program's strategy hinges on nurturing curiosity, encouraging active participation, creating opportunities for imagination and creative expressions and building confidence through storytelling, activities around stories as well as outings.

2016 Program

The KidsAglow program involves first a storytelling time where all can participate by asking and answering questions and making comments on the story. This is followed by art and craft work, writing tasks relating to the stories, "Show and Tell" sessions where the kids have the opportunity to express themselves creatively. Then, in their respective small group time, the kids get to read individually with the help of reading coaches assigned to them and also to do more "Show and Tell".

To make the learning stick, KidsAglow's trainer Mrs Aow Meow Kiang made it a point to write a ditty with simple lyrics for each story told to be sung by all to tunes of familiar nursery rhymes.

KidsAglow's 2016 program included several group

outings with a view to expand their minds and hearts through spatial and sensory experiences. They included:

- a. **JUNE 2-Day Camp** Visit to Children Puppetry @ Esplanade, National Gallery Singapore & Philatelic Museum with breakfast, lunch and dinner organised for them for each of the 2 days
- b. **AUGUST** Visit to the Children Museum, SAM@8Q, and The Singapore Art Museum
- c. **OCTOBER** Visit to Gardens by the Bay, Water Park
- d. **MAY AND SEPTEMBER** Book Shopping Trip (all P1 kids received \$50 to purchase story books of their choice per trip)

The 25-week program ran from March to October with a break in June.

Our beneficiaries with the parents at our KidsAglow Graduation day, after completing the 25 session program.





The beneficiaries' masterpieces being showcased at the graduation day which includes the 'Recycle, Reuse and Renew' items.

Parents' Workshop

The program for parents involved building a treasure box, the purpose of which, was to store the works, photos, drawings etc. of their respective child. This exercise rests on the belief that a parent's affirmation of a child's work is very important in working towards inspiring a child's desire to learn.

As the theme of the workshop was 'Recycle, Reuse and Renew', parents learnt to use recycled cardboard boxes, plastic bottles, magazines, participants to make their treasure box, photo frames and other household display items.

Another major project they were tasked with, was the production of a table cloth with a design unique to their respective family for display during the final showcase on graduation day. They were also trained in balloon sculpting.

The participants of this parents' workshop comprised not just mothers but also some grandmothers and siblings of the P1 kids led by 3 core volunteers and more for specific projects.

Through these projects, participants from different ethnic groups were able to overcome language barriers as they communicated through what they had in common. The Family Showcase held on Nov 5 was the grand finale where with pride and great satisfaction their 'masterpieces'—the fruits of their labour were exhibited. The camaraderie amongst them was clearly seen. Participation that day was not limited to just the families. Volunteers too showcased what they did with the kids in the program.

Besides a personalised montage capturing their time in KidsAglow 2016 for each family, each P1 kid received a personal affirmation card from their reading coach.



The parents also participated in reading, storytelling & a Dance performance together on Graduation Day.

Tracking and Evaluation of a Child's Progress

Each child's progress is tracked by his/her coach. The progress tracker keeps records of story books read, new words learnt, behaviour of child when interacting with other children and his/her participation in the program's activities. There is also an end of program evaluation of a child's love for reading and their confidence based on what the children themselves say about their likes and dislikes for story time/art and craft etc... and also through the coach's observations of the child's eagerness to read and to share at different stages of the program.

Going Forward...

In 2017, amongst other improvements to be implemented, KidsAglow will stress the importance for coaches to maintain regular contact with families during term time to improve attendance rate and for reading coaches to take on disciplinary role during session and to supervise play at playground during session breaks in order to step up safety.

Challenges faced in 2016

Left without a venue to hold the sessions when MacPherson Primary School was no longer available for BCCS' use on Saturdays, BCCS was fortunate to receive the offer of premises at Balam Road (Block 31 & 33) from the PCF Center and Neighbourhood Residents' Committee. This unplanned move was pivotal in transforming KidsAglow from a school-based program to a community-base service when relocated here.

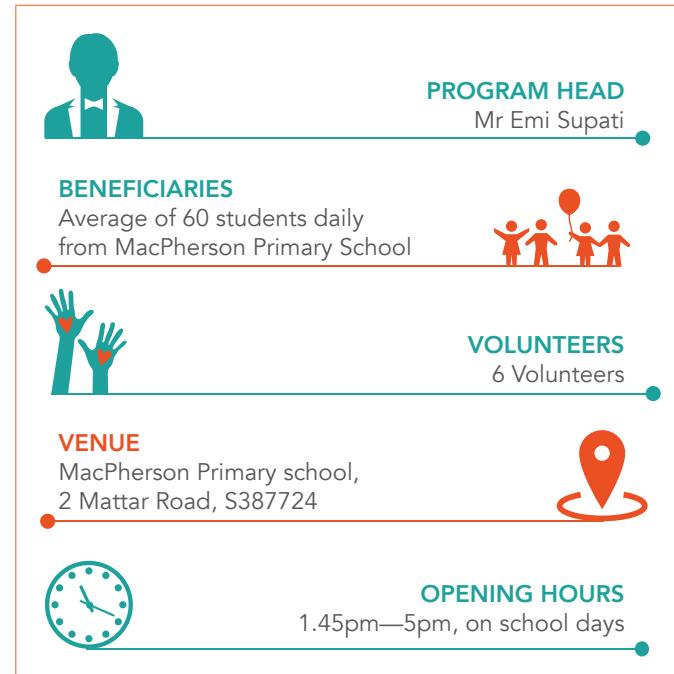
KidsAglow also lost a dedicated volunteer and coordinator in Ann Chay when she passed away unexpectedly on Aug 29, 2016.

BCCS

KidsZone

This a program with the primary purpose of providing a safe, yet stimulating environment for students from MacPherson Primary School to pass their time after school with emphasis on character building. Program also partners the school to provide family support for troubled students and their parents.

Besides planned activities aimed at promoting sportsmanship, conflict resolution, cultivating patience and understanding, students are also encouraged to explore meaningful ways themselves to play, share knowledge and interact with all positively



some images created by Freepik

KidsZone's After School Programs

Our volunteers from diverse backgrounds share a common love for children and a desire to do good for the children. Together with dedicated teaching staff, KidsZone offers a myriad of activities daily after school for the students of MacPherson Primary School to engage in.

KZ's activities are not all play though, academic matters are also a key focus here. In 2016, KZ partnered the school to encourage the completion of students' homework and offer the English language support

programs amongst its activities. Students are reminded daily at the start of KZ session to attend their remedial classes or CCAs and to complete their homework. Volunteers buddy them when required and the students themselves encouraged to be accountable for each other. Senior students were empowered to help the younger and academically weaker ones with their work.

In 2016, a special PSLE tuition program (from Feb to Sep) was also arranged for weaker P6 students after school at the request of the school



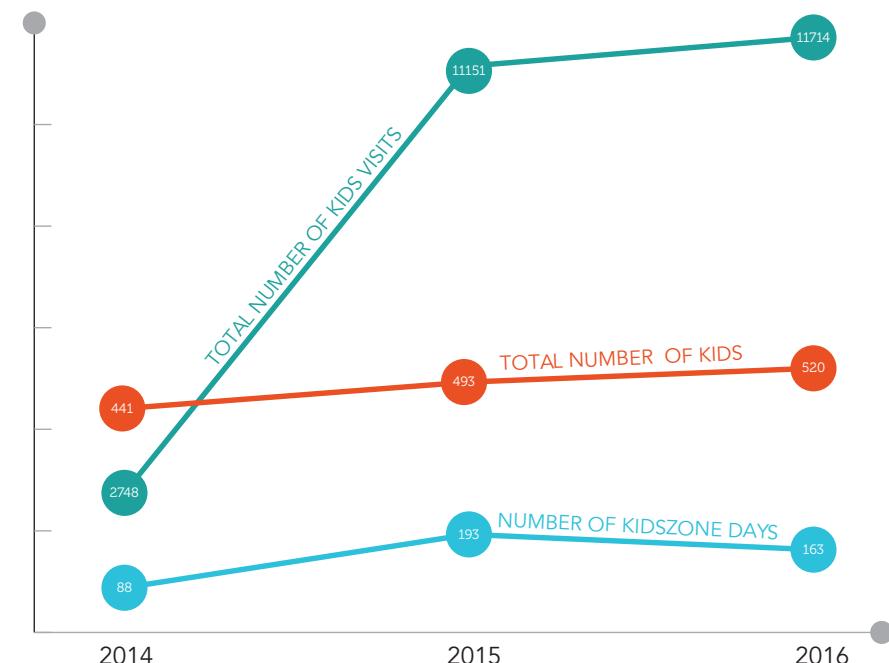
Read Explorer (REx) Club



Read Explorer (REx) Club is a unique reading program aimed at broadening a child's experience through stories read out by volunteers. It's run every Thursday, between 2pm to 4pm. Through games and activities carefully planned to bring the stories to life with the student

interacting with their different perspectives. These activities encouraged the students to do something new and different, to step out of their comfort zone and with affirmation from our volunteer coaches they learn to have more confidence to learn new things.

The Success Of Kidszone Through The Years



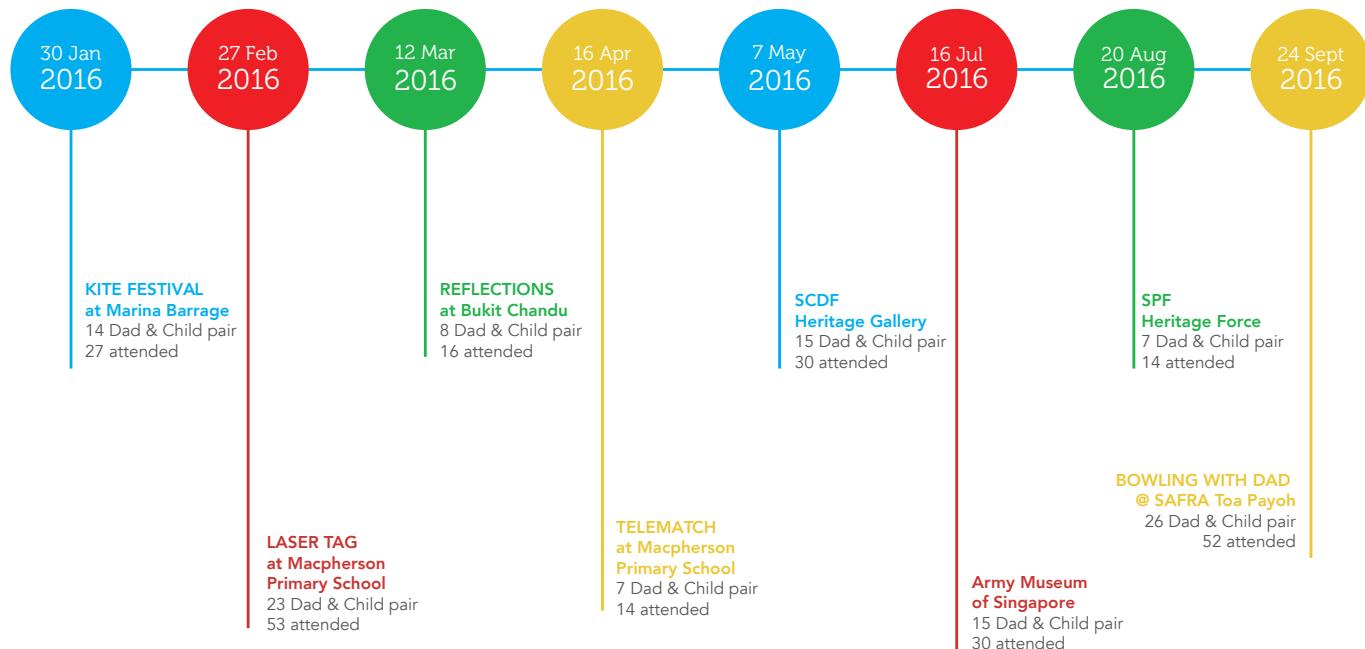
Both the number of registrants and attendance at KZ have been trending upwards, a testimony of the success through the hard work and creativity of staff and volunteers.

Dads For Life (DFL)

Under this complementary program, KZ in collaboration with MPS has arranged several activities to stress the importance of and to provide opportunities for a father's involvement in a child's physical and academic development.

DFL was successful in getting fathers to take time off their own schedule by organising activities appealing to both senior and junior to do together. By doing the activities together, they learn to share their challenges, their joys and/or disappointment as a family unit, being a part of their child's growing up.

DFL activities for 2016



Family Support Services

Additionally, KZ provides social assistance for kids from MPS with a history of discipline issue and/or family financial difficulties. BCCS will follow up on every referral received from the school. Last September, a parent of 6 children most of whom were from MPS, was hospitalised for an asthma attack. Once informed by one of her children, BCCS volunteers sprang to action immediately to inform all concerned and attended to the kids ensuring they do not miss school. The care and concern shown received commendation from the school's management.

Student Leadership Development Program

Peer Support Group (PSG) was designed for Primary 4 to 6 students (with some exceptions) who have been identified to have leadership potential and demonstrated eagerness to learn. In 2016, 8 members making up the PSG team were trained to help in the management of KZ's daily activities including manning the attendance register. They were also encouraged to be role models for and a big brother/sister to their juniors. Beyond Primary 6, these PSG members are given the opportunity to return as Youth Volunteer.



Youth Volunteer (YV) is the MPS Alumni leadership program started in 2015 which has seen about 40 ex-MPS students returning to support their alma mater in the KZ program. KidsZone views this as a value-add opportunity for ex-student leaders to be empowered to take initiatives and to gain hands-on experience in running some activities at KZ with coaching from volunteers. The program helps to sow seeds of volunteerism in these youths and also to introduce them

to opportunities to serve in various BCCS programs whilst enjoying the mentorship of matured volunteers in their critical teenage years.

In 2016, appreciation bursary awards were given to YVs who had served with dedication and at the same time excelled in their year-end exams.



2016 has been a successful year for KZ going by the results of a survey done in November 2016 amongst students/volunteers and from feedback from the principal and staff of MPS. In fact, KZ will go down in MPS' history for having contributed significantly to the students' holistic development as captured in MPS's 50th anniversary celebration yearbook.



Going forward

Going forward, in 2017, KidsZone will continue to exercise flexibility to modify and/or add new activities as needed taking into consideration the students' feedback and the school's desires/directions through regular dialogue. KZ will no doubt continue to depend heavily on the sacrificial service and passion of volunteers to deliver the services of a standard that is expected of it.

BCCS
FamilyZone 

FamilyZone's objective is about bringing hope & cheer to the needy families especially the elderly at Block 1-8 of Braddell Heights Zone B through a befrienders' program. Volunteers in this program work at providing practical assistance and support for specific needs upon identification and assessment. In this befrienders' program, as the name suggests, volunteers aim to be more than just provider of service to the lonely and needy elderly but also to be their friend. Through collaboration with partners, Family Zone (FZ) brings cheer to these needy elderly and families by organising regular simple but enjoyable activities as well as celebration of all major festivals for them.

Befriender Program

20 sessions of bi-weekly lunch pack distribution to the needy families with elderly were achieved between Jan 2016 to Jan 2017 with 2-3 core teams comprising 8-10 regular volunteers and core members per session.

5 sessions of dental check-ups, denture installation & follow-up for 5 needy elderly were organized. For each of these sessions, beneficiaries were ferried to Still Road Dental Clinic where they were given dental treatment free of charge by Dr Lee Kok Siong, a member of Bartley Christian Church (BCC). These sessions were scheduled to coincide with the bi-monthly Teochew Porridge and Elderly program organized by the Chinese ministry of Bartley Christian church so that they have an opportunity to mingle with other elderly as they share some comfort food.

On top of the scheduled activities, a team of 20 young adults spent Jan 6, 2016 cleaning, washing, repairing and painting to spruce up a beneficiary's house under our Spring Cleaning project.

Besides the free lunch packs, beneficiaries were also treated to several other special occasion meals which were much welcomed by them. There was the Mothers' Day lunch held at a restaurant in Marina Square for them



some images created by Freepik

on 7 May 2016 attended by other 'mothers' from the Chinese Ministry of BCC. Yet another was the National Day celebration outing to Changi Airport on Aug 7 where a special lunch was served.

Special CNY Roasted Meat Package given to the 11 needy elderly under our care.



FamilyZone's beneficiaries are not forgotten at major festivities. They are invited to the Annual Mooncake Festival celebration and given mooncakes. For Christmas, goodie bags comprising household items specially organized and packed for the 11 needy elderly & families were given out on Dec 14. For Chinese New Year, all 11 needy elderly and their families were presented with traditional CNY goodies on Jan 14.

Partnership with Braddell Heights Zone B Residents' Committee (BHZBRC)



Senior Citizens Appreciation Dinner on 10 December organised by BHZBRC.

Over and above FamilyZone's activities, BCCS also collaborated with BHZBRC to organize several community reach activities filling up the social calendar of our elderly beneficiaries and other seniors in the community.

Regular 'Lim Kopi' sessions for lonely elderly initiated by BHZBRC and run by Moral Home Family Service Centre were also extended to FZ's beneficiaries.

BCCS sponsored 3 tables at an appreciation dinner held on Dec 11 at the end of the Senior Citizen month organized by BHZBRC where FZ's elderly beneficiaries and volunteers were invited.

For the Mid-Autumn Festival Celebration organized by BCCS, held at Bartley Christian Church (BCC) on Sep 10, a total of 65 from the 'Lim Kopi' sessions and

from families under FZ's care turned up for a delightful evening of fun and food together.

The Indian family under FZ's care was invited to the Deepavali celebration organized by BHZBRC at Lorong Lew Lian.

Elderly from the community were also invited to a special concert (Glorious Blessings) on Oct 28 where a famed singer, Yu Yah entertained with popular oldies. 27 from the 'Lim Kopi' sessions and 6 elderly with their families under FZ program together with FZ volunteers mingled during the buffet dinner before the concert.

FZ volunteers provided delivery service for CNY roast meat packs prepared by BHZBRC for 11 needy elderly's families, FZ's beneficiaries included.

2016 Highlights

Driving home the plight of needy elderly in our midst and how the work under BCCS' FamilyZone program has had a positive impact on the lives of the elderly during the BCCS Awareness Month in May had touched the hearts of many. Many came forth to register their interest to volunteer. 33 signed up in June/July to observe the work FZ does and 20 of these have since become regular volunteers with FZ.

BCCS made a contribution of \$30,000 towards the community development & welfare fund for bursary and welfare in 2016.



Volunteers invited by Aunty Sally for Home Visitation during lunch pack distribution.

Going forward in 2017

FamilyZone will collaborate with the Chinese Ministry of BCC to conduct a survey in April 2017 within the 8 blocks of Braddell Heights Zone B to identify the most effective ways to reach out to the lonely elderly hanging out at void decks daily. FZ will also continue to enhance existing programs to be even more effective in bringing hope to the needy elderly.



HOPE (Holistic Outreach Program to Empower) is a program targeted at families with pressing needs from various fronts. Program provides these families with life skills training, counselling & guidance, child befriending and tuition service to help them get out of difficult situations and to get their lives back in order, so they can live meaningfully and to contribute to society

The origin of HOPE (Holistic Outreach Program to Empower)

Through the years of interaction with beneficiaries from the various BCCS programs, it was observed that many faced life challenges such as lack of job skills to earn a decent living, budgeting within limited financial resources, dysfunctional relationships leading to unhealthy environment for children to grow up in and so on.



some images created by Freepik

As the new HOPE centre opened at Block 81, MacPherson Lane, middle of 2016, besides being a venue for existing CAPLE program, it was an opportunity to become a community based social service provider offering additional assistance for the many unmet needs of this community.

A community coming together during the Official Opening.



Status for HOPE

Much of the initial work done has been in research, interviewing families who have registered their interest and who qualify for these services and data gathering to identify the programs which will be most relevant to address the most pressing needs. Some of the services identified include:

1. Life Skills Training

- a. Literacy Skills (e.g. English, Numeracy, Basic Computer Skills)
- b. Career Skills (e.g. Floristry, Hairdressing, Baking, Beauty service, Sales Training, etc..)
- c. Personal Development Skills (e.g. Interpersonal Skills, Time Management, Parenting, Family Financial Planning and Basic Nutrition)

2. Counselling & Guidance

Counselling of, guidance and emotional support for individuals will be provided, with additional sessions to help our beneficiaries reflect and articulate

their life goals and challenges. With an increased awareness of their priorities and resources, they can then plan and focus more clearly.

3. Child Befriending

A big brother or big sister (volunteer) approach to befriend and encourage a kid at risk through indoor and outdoor activities to steer the child away from risk of going astray.

4. Tuition

Provide academic help to the children so that they will not be lagging behind their peers in class.



House visits made to each potential beneficiaries of HOPE Program.

Much work done towards the end of 2016 included house visits and engaging families to introduce HOPE program as well as meeting trainers for different skills sets. Discussions are underway with various trainers to work on the curriculum for the various skills training.

Unlike other BCCS programs, HOPE Centre being easily accessible to the community around it will offer HOPE, the program, to walk-ins and not just for referred cases. The eligibility criteria has also been set for beneficiaries of the program at monthly household income of not more than \$1,900 or per capita income of not more than \$650.



The tuition and counselling services have been targeted to commence in Mar 2017 whilst the skills training modules by Q2 2017. As for the Befriending program, it is envisaged that it can start by end of Q2. Meanwhile, we are working towards recruiting of young volunteers to be 'big sister/big brother' to kids at risk.

The task ahead is no small undertaking and BCCS is looking forward to many new volunteers giving their time to support this program.

VOLUNTEER MANAGEMENT

Catching the vision

Volunteers continue to be the soul of BCCS. The success of all of BCCS' programs is heavily dependent on the dedicated and selfless service of volunteers.

In 2016, BCCS was blessed to have several new

volunteers coming alongside the seasoned and long-serving ones to execute the programs.

Together, the pool comprising 130 volunteers had invested 8500 hours into the lives of close to 250 beneficiaries. They have caught the BCCS vision—to touch hearts and build lives of the disadvantaged and needy in the community.



Volunteers' Profile

Ages of BCCS' 2016 volunteers span over 50 years (18 years to 70 years), with almost 50% in their forties and below. They include professionals and leaders from various fields covering education, medical & healthcare, finance, law, engineering and more, as well as students and retirees.

The majority of BCCS' volunteers are members of Bartley Christian Church or their friends with the remainder being members of the public who share a similar vision, seeking to serve the community through one of BCCS' programs.

VOLUNTEER MANAGEMENT



Recruitment

'Catch the Vision' was the motto of BCCS' 2016 recruitment drive. The strategy was to make more people aware of the needs of the community and the great impact some help rendered could have on these needy people, leading to interest in knowing more and/or getting involved.

A month long awareness campaign held in May at Bartley Christian Church sought to put awareness in the head to move the heart to action. For each of 3 Sundays in May, specific needs of different groups amongst the disadvantaged in our community and the effectiveness of BCCS programs in making a difference in their lives were highlighted through videos and testimonies. Additionally, BCCS' vision, mission and programs were also widely communicated through posters, presentations, exhibits and brochures. These plus the incorporation of a community fun event successfully drew interest of many church members as

well as visitors. BCCS made it a point to engage the beneficiaries of the different programs in this awareness campaign. Some with their families participated by sharing their testimonies/appreciation of BCCS, a group of youth beneficiaries performed a song & dance routine, whilst many partnered volunteers to man games stalls or prepare popular local snacks (courtesy of BCCS) for the attendees.

For the rest of the year, awareness building was through the BCCS website, Facebook and the Heart2Heart newsletter (a BCCS publication). Through these media, touching stories of beneficiaries' plight and success in overcoming adversities, the commitment, aspirations, work and fulfilment of volunteers can be readily found.

Responses had been encouraging with the number of online visits, enquiries, trial sessions and sign-ups trending up.

Training

To ensure continued relevance and quality services to its beneficiaries, BCCS provided training to its volunteers, staff and Board Members.

Training courses conducted by external parties or in-house for program volunteers working directly with beneficiaries are listed below:

- a. Pre-school Seminar by Dyslexia Association of Singapore (DAS)
- b. Overview of children's learning disabilities by Ms Wong Kah Lai, DAS
- c. CAPLE Training and Induction by Deborah Pay/Cheow Wee Pin
- d. KidsAglow Training and Induction by Aow Meow Khiang/Cheow Ing Lim/Matthew Teo
- e. Tuition Teachers' Training & Induction by Deborah Pay
- f. KidsZone Youth Volunteers' Training and Induction by Emi Supati
- g. Befriending Skills and Practice For Volunteers (SSI)
- h. Understanding and Working with Malay-Muslim clients (SSI)



Training for Board members, staff, program heads and core team members included:

- a. Making Sense: An introduction of Fund Raising (SSI)
- b. Team Building & Collaboration based on MBTI Framework (in-house, external consultants)

Team Building & Collaboration session

Additionally, BCCS' expectations of a volunteer, its policies and code of conduct are clearly spelt out in a Volunteer Handbook and given to all volunteers to equip them to serve confidently and competently.

Retention

BCCS believes that by helping volunteers to relax and to refresh, it can bring out the best in volunteers to sustain their service to the beneficiaries cheerfully.

Twice a year, in April and December, there are events organized to bring volunteers together for fellowship over dinner as well as to encourage them with progress reports of beneficiaries, upcoming programs, events and plans.

VOLUNTEER MANAGEMENT



In November, volunteers were treated to a day of feasting, shopping and sight-seeing in Johore Bahru—a great opportunity for BCCS volunteers from the different programs to make new friends or rekindle old bonds, and to be recharged after a year of selfless, tireless service.

Going Forward

BCCS is seeing more unaddressed needs surfacing in the community it serves, which calls for new programs/services or existing ones to be widened and deepened. The need to retain and recruit more volunteers will be even more pressing. More investment in efforts in this area is expected in 2017.

Extract from BCCS Annual Report 2016
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Community Care Services
Touching hearts, building lives.